Arizona Health Care Cost Containment Health System
Medicaid Transformation Grant Program

**Health Information Exchange (HIE)
& Electronic Health Record (EHR) Utility Project**

The HIeHR Project

eHealth Initiative (eHI) Fourth Annual Conference
Washington, DC
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Mission

Shaping tomorrow's managed care from today's experience, quality and innovation

www.ahcccs.state.az.us

HIeHR CoreTeam

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Objectives

1. Provide brief Grant overview, Arizona and AHCCCS context
2. Explore Arizona's Medicaid Transformation Grant project —Health Information Exchange (HIE) & Electronic Health Record (HIeHR) Utility Project
3. Highlight opportunities to improve population health through statewide health information exchange and electronic health records

Medicaid Transformation Grants

- Competitive grants program established by Deficit Reduction Act (DRA) of 2005
- Administered by CMS (Centers for Medicare and Medicaid Services)
- Designed to slow Medicaid spending growth while increasing access to healthcare
- Foster innovative methods to improve effectiveness and efficiency
- $150 M distributed over fiscal years 2007 and 2008

http://www.cms.hhs.gov/MedicaidTransGrants/02_012507awards.asp

What is Transformational Change?

It is change that enables a provider to deliver safe, effective, efficient, timely, patient-centered, and equitable care.

Implementation of four key strategies:

1. Measure and report performance (Quality performance measurement, reporting, and improvement)

2. Adopt HIT and use it effectively

3. Redesign care process (includes care management and patient self management)

4. Transform organizational culture (Adopt and effective use of EHR that will create a more reliable delivery system that focus on patient safety and effective management of patients with chronic conditions)

K. Bell , J. Sorace, K. Winchester. Success in the physician office setting. AHQA Technical Meeting. San Francisco, February 23, 2005.

Health and Human Services (HHS) Strategic Framework
Information Technology Infrastructure and Exchange of Electronic Health Information

Goal 1: Informed Clinical Practice

Bring EHRs directly into clinical practice to reduce medical errors and duplicative work, and enable clinicians to focus efforts more directly on improved patient care.

Strategies:
- **Incentivize EHR adoption**
- **Reduce risk of EHR investment**
- **Promote EHR diffusion in rural and underserved**

Goal 2: Interconnect Clinicians

Allow portability of information to move with consumers from one point of care to another. Will require interoperable infrastructure to help clinicians get access to critical health care information when their clinical and/or treatment decisions are being made.

Strategies:
- **Foster regional collaborations**
- **Develop a national health information network**
- **Coordinate federal health information systems**

Goal 3: Personalized Care

Consumer-centric information helps individuals manage their own wellness and assists with their personal health care decisions.

Strategies:
- **Encourage use of Personal Health Records**
- **Enhance informed consumer choice**
- **Promote use of telehealth systems**

Goal 4: Improve Population Health

Population health improvement requires the collection of timely, accurate, and detailed clinical information to allow for the evaluation of health care delivery and the reporting of critical findings to public health officials, clinical trials and other research, and feedback to clinicians.

Strategies:
- **Unify public health surveillance architectures**
- **Streamline quality and health status monitoring**
- **Accelerate research and dissemination of evidence**

Arizona: HIE and RHIO Incubator

AZ Health-e-Connection Roadmap

August 2005
- Executive Order signed by Governor Napolitano
- **Arizona's Health-e Connection *State Steering Committee*** (GITA and e Health Initiative)
- Tasked to develop AZ HIT Roadmap in 180 days
- Workgroups: Legal (privacy and security), Clinical, HIT and HIE

April 2006
- **Health-e Connection *Roadmap*** delivered to Governor April 4, 2006
- AZ receives Health Privacy and Security Grant

January 2007
- **Health-e Connection (AzHEC**) transitioned to **501(c)(3)** organization; (governing entity for HIT and HIE in Arizona)
- AHCCCS convened health plan HIT Task Forces

March 2007
- Governor e-Health Summit and **AzHEC** Roadmap update
- AHCCCS **Transformation Grant Award** announced

Arizona Health-e Connection (AzHeC)

New (January 2007) public-private 501(c)(3)

- Set statewide priorities for HIE, HIT and EHR efforts and foster or establish collaboration
- Raise awareness and educate the public
- Develop standardized HIE and EHR business associate agreements and other legal documents for HIE
- Establish standards for patient information security and confidentiality protection
- Establish standards for HIE
  - Record Locater Service
  - Master Provider and Patient indices
  - Technical standards
- Assist healthcare providers with EHR adoption

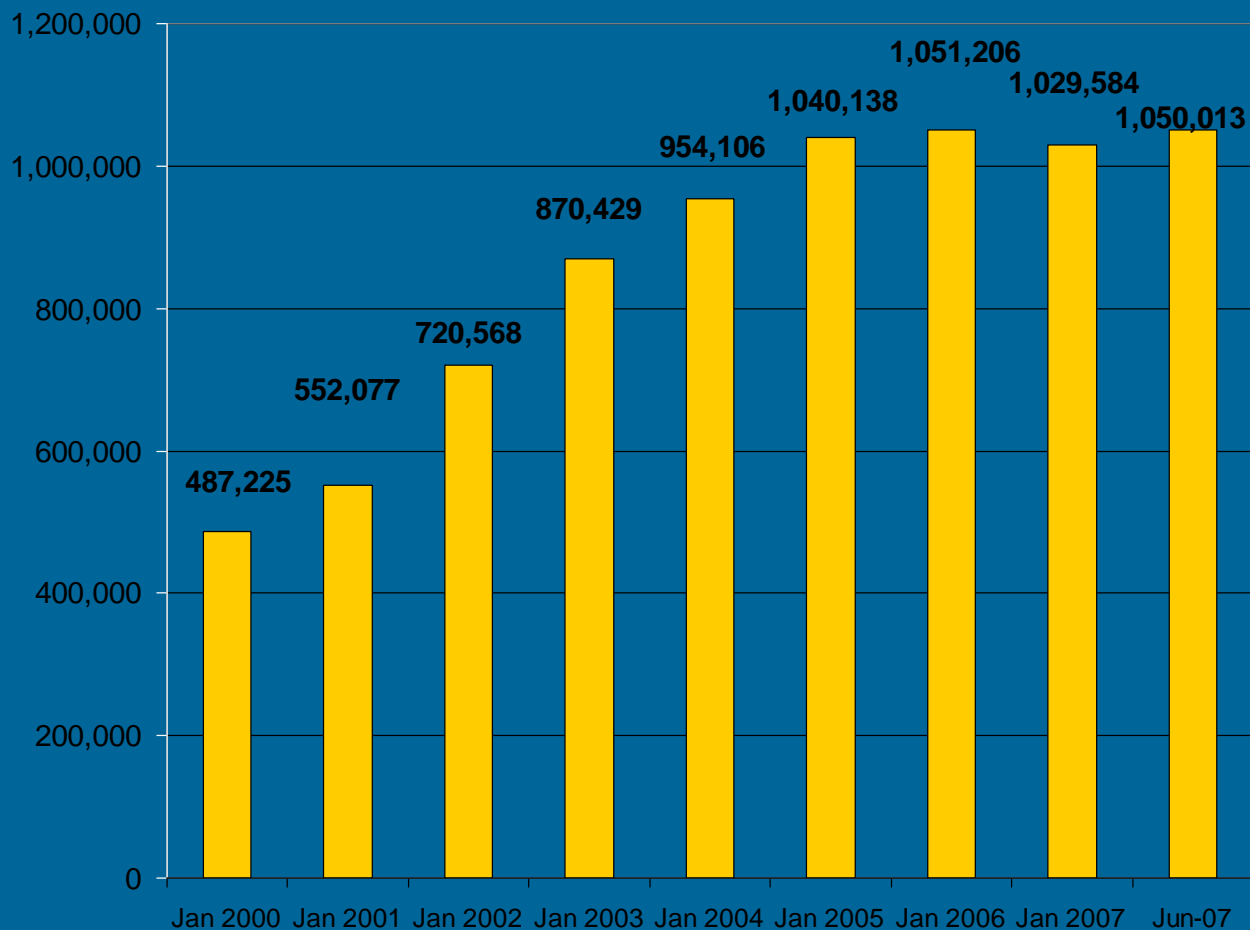# AHCCCS: Arizona's Largest Single Payer
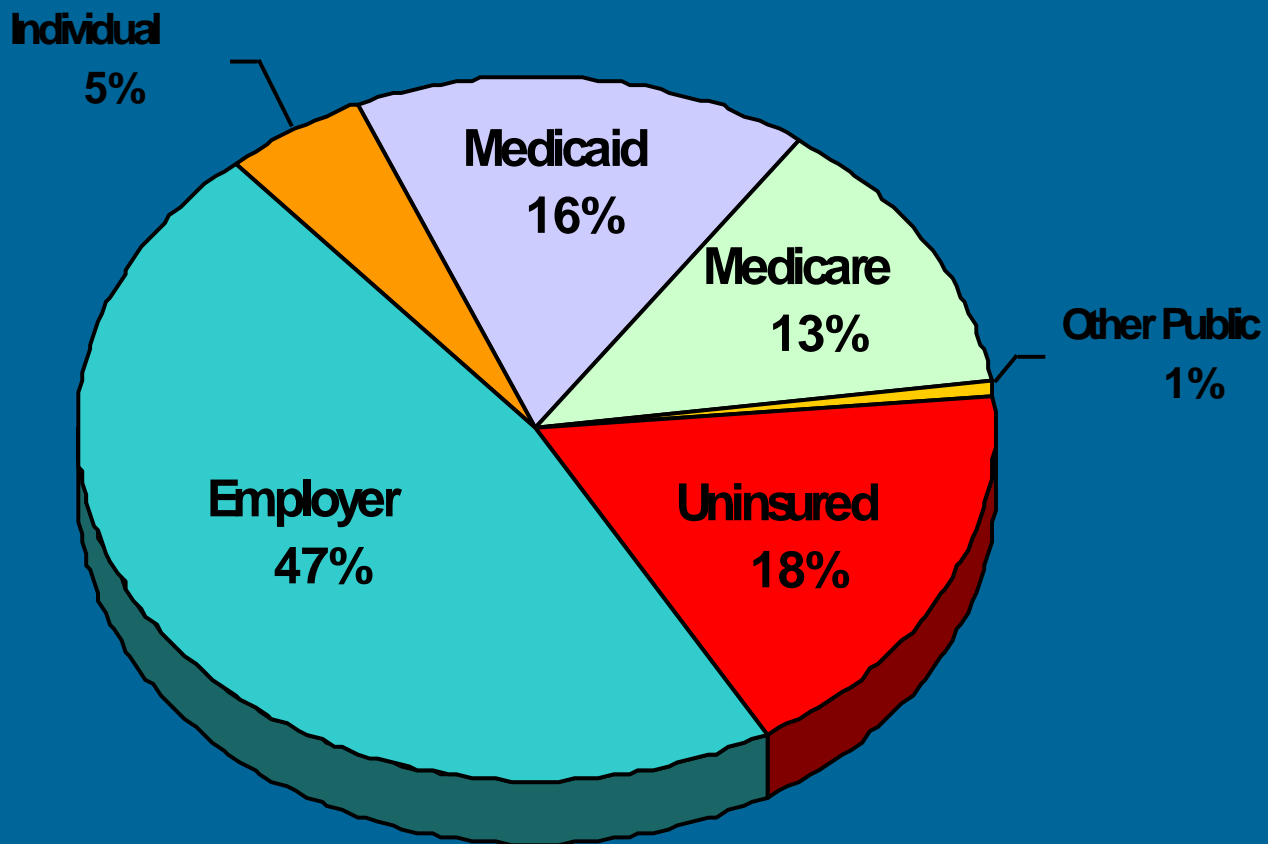
Source: Kaiser, State Health Facts, Arizona: Health Insurance Coverage of the Total Population, states (2004-2005), U.S. (2005). Excludes AHCCCS non-Medicaid programs (i.e., HCG and Medicare Cost-sharing Programs). Data updated to reflect revised 2004 and 2005 health coverage estimates released by the Census Bureau in March 2007. Last visited May 30, 2007.

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AHCCCS Covers over 1 Million
January 2000-2007 Enrollment

Chart: January 2000-2007 Enrollment

| Date	Enrollment
Jan 2000	487,225
Jan 2001	552,077
Jan 2002	720,568
Jan 2003	870,429
Jan 2004	954,106
Jan 2005	1,040,138
Jan 2006	1,051,206
Jan 2007	1,029,584
Jun-07	1,050,013

Source: AHCCCS Eligibility & Enrollment Reports (excludes SLMBs, QI-1s, and HealthCare Group).

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AHCCCS *Medicaid Transformation Grant*

- February 2007 to November 2009
- Awarded $11.7 Million
- Strategy is to develop and deploy statewide
  1. Health Information Exchange (HIE) and Viewer
  2. Web-based portal and electronic health record (EHR)
  3. Database and analytical engine for clinical decision support and population health management
- HIeHR Utility Project

AHCCCS HIE & Viewer
(Health Information Exchange)
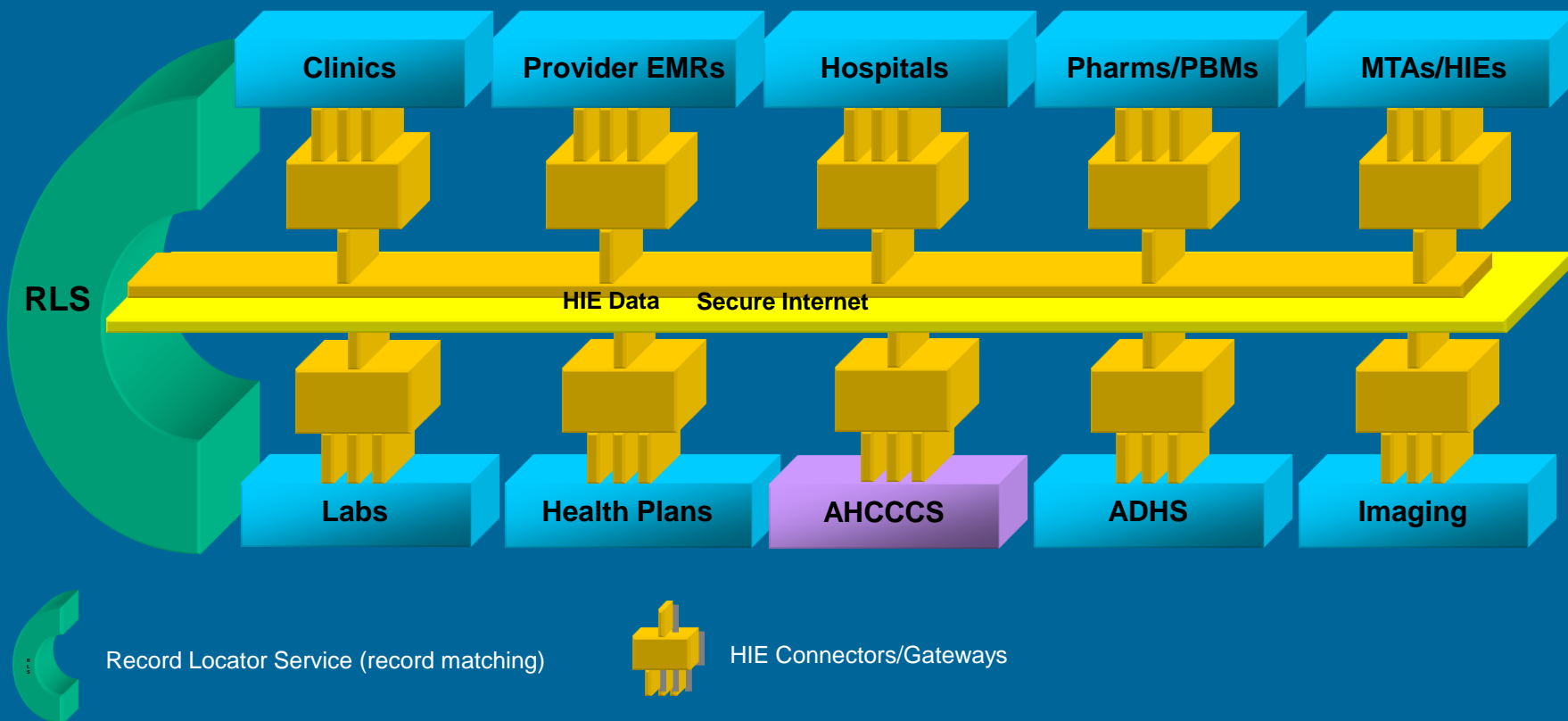
HIeHR Utility: Release 1

- Health Information Exchange
  - Record Locator Service – Gateway
  - Record Locator Index and Admin Tool
  - AHCCCS Patient Index and Admin Tool
  - Provider Index and Admin Tool
- HIE Web Application
  - HIE Viewer
  - HIE Administration Tool
  - User Registration / Maintenance (manual)
  - Authentication
  - Administration
  - Audit Log Management
- Data Partner Gateways
  - Gateways to Interface with Data Partner Systems
  - Terminology Translation
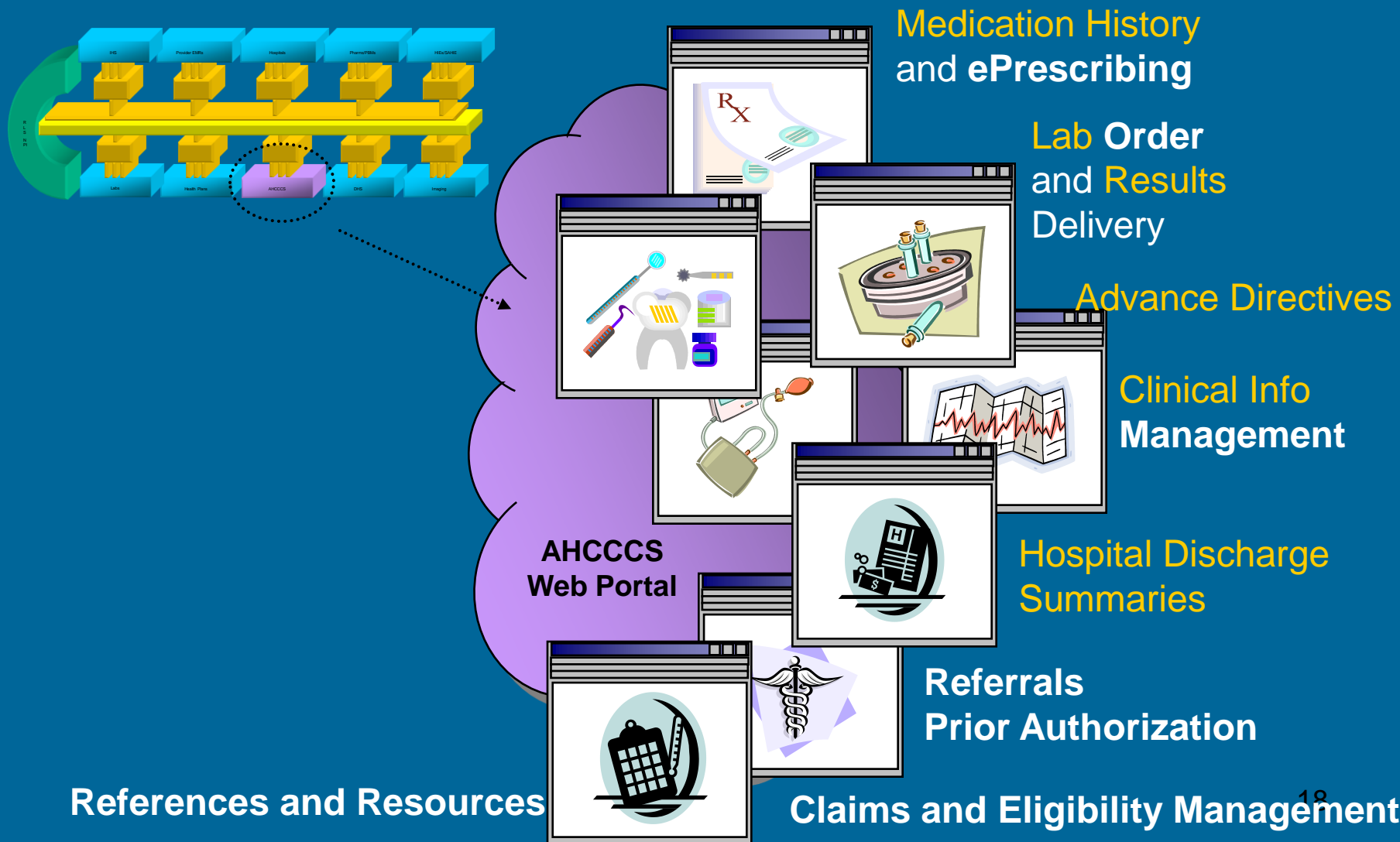
Electronic Health Record (EHR)

The electronic health record (EHR) will include
- patient demographics
- lab test results
- medications
- inpatient discharge summaries
- advance directives
- radiological results and images
- eligibility information
- patient problem lists
- clinical notes and findings
- case management information
- public health information
- behavioral health information

EHR Web Portal: Planned Functionality

- Electronic Health Record updating and publishing
- E-prescribing, drug alerts and formulary inquiry, authorization
- Lab and Radiology Order entry and results reporting
- Eligibility verification
- Online medical management tools (automated referral, practice guidelines and case management protocols)
- Online provider registration
- Auto adjudication of claims and claim status
- Clinical decision support tools
- Public health alerts and provider messaging
- Practice management reports and analysis

EHR and Analytic Engine

EHR Analytic Engine

AHCCCS Web Portal

Meds, formulary and ePrescribing

Advance Directives

Lab & X-ray Order and Results Delivery

Clinical Info Management

Hospital Summaries

Referrals
Prior Authorization

Claims and Eligibility Management
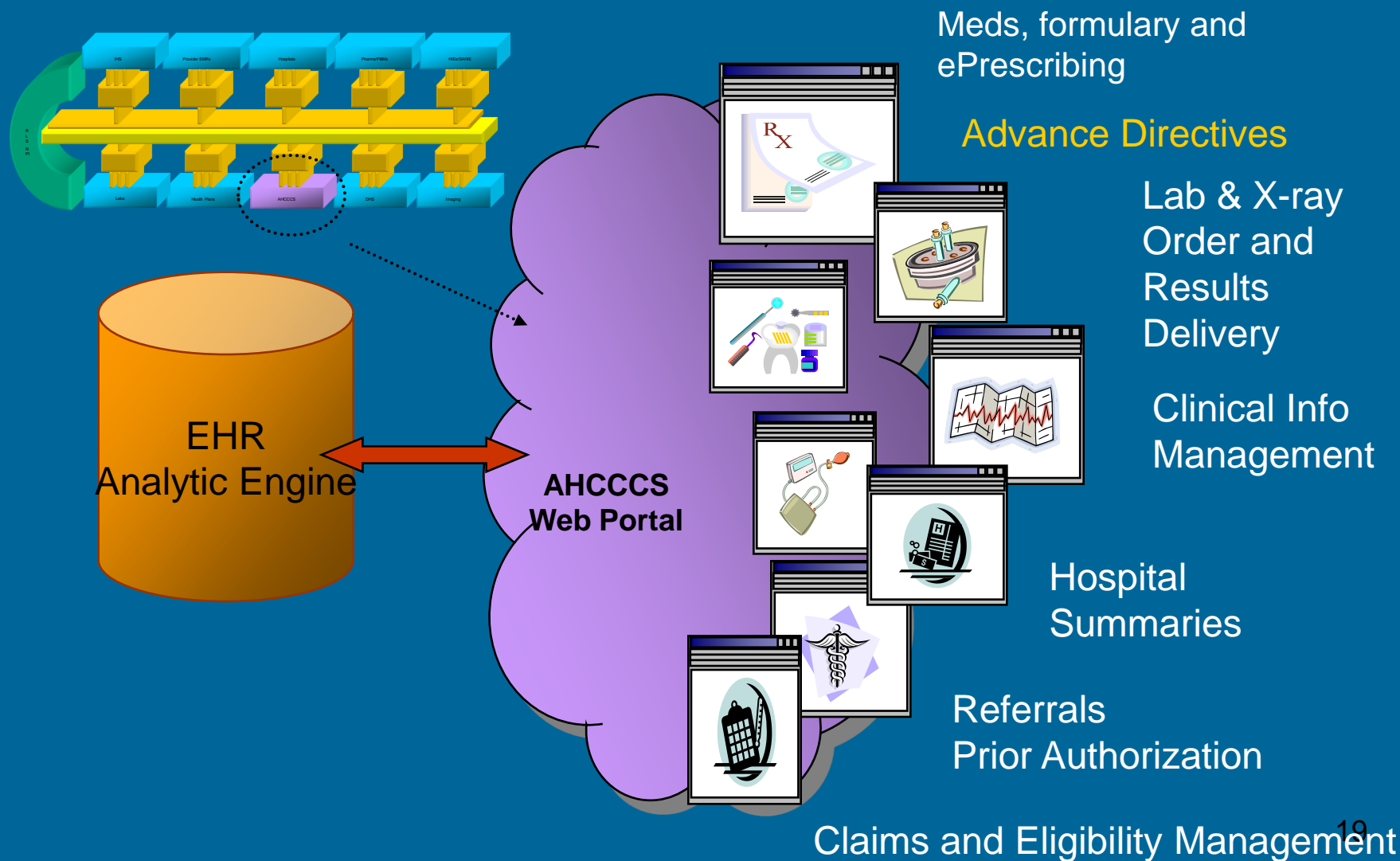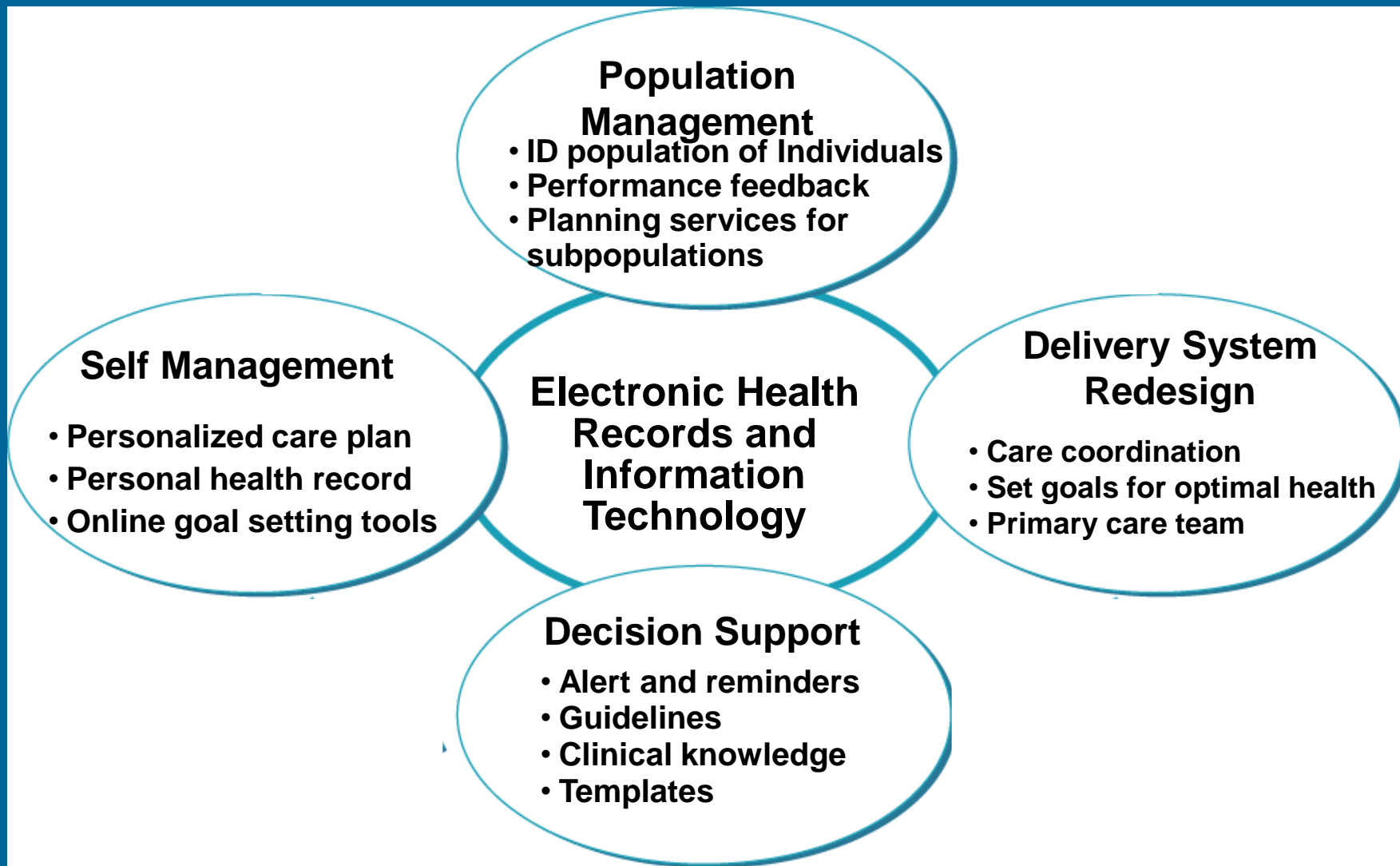
Patient-Centered Medical Home Model

- Care is coordinated and/or integrated
  - Across all elements health care system (e.g., subspecialty care, hospitals, home health agencies, nursing homes) and the patient's community (e.g., family, public and private community-based services)
  - **facilitated by registries, information technology, health information exchange**
  - care delivered when and where needed and wanted in a culturally and linguistically appropriate manner

- Joint principles and framework for certification and reimbursement
  - American Academy of Family Physicians
    http://www.futurefamilymed.org
    American Academy of Pediatrics: http://aappolicy.aappublications.org/policy_statement/index.dtl#M
    American College of Physicians
    http://www.acponline.org/advocacy/?hp
    American Osteopathic Association
    http://www.osteopathic.org

Medical Home or (Chronic) Care Model

Community

Health System

Resources and Policies

Health Care Organization

Self-Management Support

Delivery System Design

Decision Support

Clinical Information Systems

Informed, Activated Patient

Productive Interactions

Prepared, Proactive Practice Team

Improved Outcomes

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http://www.improvingchroniccare.org/

Savings from improvements in Quality, Safety and Efficiency

Population Management
- ID population of Individuals
- Performance feedback
- Planning services for subpopulations

Self Management
- Personalized care plan
- Personal health record
- Online goal setting tools

Electronic Health Records and Information Technology

Delivery System Redesign
- Care coordination
- Set goals for optimal health
- Primary care team

Decision Support
- Alert and reminders
- Guidelines
- Clinical knowledge
- Templates

Business Case Based on Improving Population Health

- Decreased duplication of lab tests and diagnostic studies
- Fewer adverse drug events per year and resultant hospitalizations
- Improved preventive care and improved disease management in asthma, congestive heart failure, chronic obstructive pulmonary disease and diabetes and resultant hospitalizations
- Better coordination-more efficient, less duplicative care
- Appropriate delivery of evidence-based care based upon point of care decision support tools
- Identification of disease outbreak and efficient treatment and containment
- Less time lost from work and improved productivity from improved preventive care and chronic disease mgt.
- Improved timeliness of care delivery and less patient care delays-the right care at the right time.

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Regional Healthcare Model Framework

Framework for Creating a Regional Healthcare System

Stakeholder Collaboration
• Shared Vision
• Leadership

Shared Data & Performance Measurement

Engaging Consumers
• Public disclosure
• Consumer Education
• Consumer-directed care decisions

Improving Healthcare Delivery
• IT Connectivity & Support
• QI Models & Activities
• Consensus Guidelines
• Care Management
• Provider Networks

Aligning Finance/ Insurance
• Benefits promote cost/effectiveness
• Administrative Standardization
• Performance Incentives

Informed, Activated Consumers

Motivated, Prepared Practices

Supportive Insurance & Payment

Transformed Healthcare

Improved Health Outcomes & Reduced Costs

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http://www.improvingchroniccare.org

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AHCCCS Incentives and ROI

- Mutual investment
  - Pilot organizations and practices (and some early adopters) receive products, services, support and training
  - Portal users after go-live will access services at no or low cost
  - 24/7 support for users

- Coordinated incentives
  - National and local pilots for reward IT use
  - "Medical Home" framework
  - Align contracts to foster adoption for health plans and provider
  - Purchasing, support and advocacy for EHR

"*Foundation of any HIE is building social capital – a radius of trust and goodwill among competing and disparate stakeholders who want to initiate an exchange*"

http://www.ehealthinitiative.org/sitemap.mspx

Provider Adoption Strategy

1. Review and Discovery
2. Assessment and Analysis
   - Clinician and Facility Survey Family
   - Provider Focus Groups
   - Prototype Data Partner Recruitment
   - Beneficiary Focus Groups
   - Prototype Recruitment
   - Professional Forums
   - Community Forums
3. Business Case and Incentives
4. Communication and Collaboration

Key HIeHR Partners

- Hospitals (Emergency, Inpatient, Outpatient, and Diagnostic Imaging)
- Services providers (lab, imaging, pharmacy)
- Clinician Providers
- Managed care organizations and health plans
- State Agencies (immunization, birth records, chronic illness registries and laboratory data)
- Academic medical centers
- Community Health Centers (CHCs)
- Professional societies
- Quality and patient safety organizations
- Health and chronic illness advocacy organizations
- Other Arizona HIEs
- Arizona Health e Connection
- State Medicaid Programs Collaboration (14 states)

HIeHR Goals

1. Better coordination of care for members with acute and chronic diseases

2. Better coordination between behavioral and physical health services

3. Enhanced opportunities for self-management through personal health information and integrated wellness applications

4. Improved quality of care oversight and transparency by timely performance information

5. HIE/EHR use by 90% providers by 2011

6. Reduction in Medicaid program medical costs ~ 3% and in administrative costs ~2%

HIeHR Timeline 2007

Feb 2007 – May 2007	• Staffing and stakeholder recruitment • Exploration and discovery • High level requirement documentation
May 2007–August 2007	• User and functional (user) requirements documentation • Data requirements and data architecture design • RFPs development for technology acquisition • Identify strategic partners
Sept 2007-Dec 2007	• Detailed system, data architecture and functional design • Technology selection from RFP responders • Focus Groups and Surveys • HIE strategic partner agreements

HIeHR Timeline 2008-2009

January 2008	HIE Detailed design complete, proof of concept, data standards and data base structure
January–May 2008	EHR Detailed design complete, proof of concept, data standards and data base structure
June 2008	HIE Pilot
June 2008–April 2009	Incorporate lessons learned from pilot, prepare for full release, provider recruitment and education
September 2008	EHR Pilot
November 2009	Full release HIE and EHR

Health Care that Works for All Americans
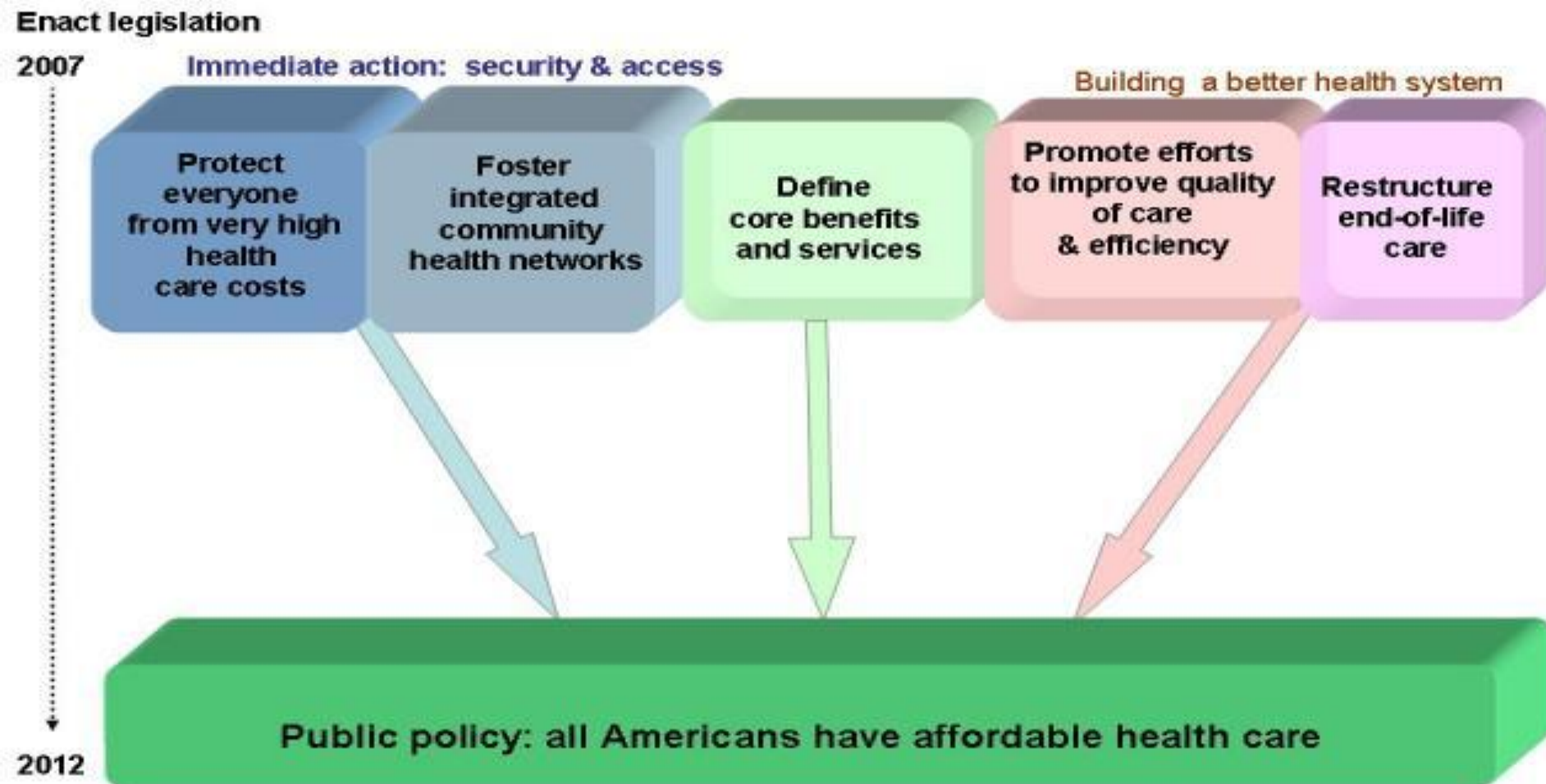
Thank you!

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For more information

- Medicaid Transformation Grant Program http://www.cms.hhs.gov/MedicaidTransGrants/02_012507awards.asp

- Arizona Health Care Cost Containment System (AHCCCS), Arizona's Single Medicaid Agency http://www.azahcccs.gov/site/

- AHCCCS Health Information Exchange & Electronic Health Record Utility Project (HIeHR) http://www.azahcccs.gov/eHealth/